

King County

**2010 Department of Community and Human Services
Annual Report**



King County Strategic Plan: Working Together for One King County



DCHS Director Jackie MacLean talks with Dick Bonewits, long-time advocate and former chair of the Greater Maple Valley Unincorporated Area Council at the Executive's Annual UAC Forum

King County Strategic Plan

Working Together for One King County

Vision Statement

King County: a diverse and dynamic community with a healthy economy and environment where all people and business have the opportunity to thrive.

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Department of Community and Human Services

Mission Statement

To enhance the quality of life, protect rights, and promote the self-sufficiency of our region's diverse individuals, families, and communities.

Goals:

- 1 Provide effective prevention and intervention strategies for those most at-risk and most in need to prevent or reduce more acute illness, high-risk behaviors, incarceration and other emergency medical or crisis responses.
- 2 Provide job readiness, education and employment services to help vulnerable youth and adults increase independence and self-sufficiency and lead more meaningful and productive lives.
- 3 Develop and implement prevention measures to prevent homelessness for those at risk and for those that are homeless, create access to housing with services as needed so as to achieve the goal of ending homelessness in King County.
- 4 Continue to develop and provide services and supports that reduce the growth of emergency medical and criminal justice system involvement and costs.
- 5 Assure quality public defense services.



King County

Message from the County Executive

I am pleased to present the 2010 Annual Report for the King County Department of Community and Human Services.

Working to ensure the health and safety of our residents is at the core of two landmark efforts embraced by King County last year: the first-ever King County Strategic Plan and the Equity and Social Justice Initiative. Together, they define our vision for King County government and for our communities.

The King County Strategic Plan is a blueprint for the future of our region. It offers, as its vision statement, this ideal:

“A diverse and dynamic community with a healthy economy and environment where all people and business have the opportunity to thrive.”

Both the Strategic Plan and the Equity and Social Justice Initiative promise that we will work across County government and with our regional partners to remove barriers to achievement and improve opportunities for all our residents to realize their full potential.

Throughout this report are examples of efforts to improve and strengthen our community by building affordable housing and creating supports to prevent homelessness for thousands of individuals and families at risk. The department is providing treatment services that offer hope for recovery, and education and training to achieve a living wage job and self sufficiency. Innovative programs are improving access to needed services and supports while reducing criminal justice and emergency medical costs.

These efforts are creative and cost effective. I thank the dedicated staff of the Department of Community and Human Services and their many partners for their contributions to the quality of life for our region.

Sincerely,

Dow Constantine



Message from the Director

As the director of the Department of Community and Human Services, I am proud of the many collaborations, particularly in these troubling economic times, that continue to provide the housing, emergency supports, treatment and training that make a difference in so many lives across our communities.

The 2010 Annual Report highlights the many ways DCHS staff and partners are accomplishing our department goals. We are fortunate for strong collaborations with state and federal governments, local cities, business and faith communities, school districts and community colleges, adult and juvenile justice, and so many others.

We are also fortunate for two critical county fund sources:

Mental Illness and Drug Dependency (MIDD) – In its third year, MIDD-funded programs are keeping the doors to behavioral health services open and helping thousands of people get the housing and supportive services they need to reduce or prevent involvement in our jails, justice and emergency response systems.

Veterans and Human Services Levy – We are grateful to the voters who approved the Levy in 2005 to support the housing, homeless outreach, counseling, training, treatment and other supports that are helping thousands of local veterans, returning military personnel and their families, and other individuals and families in need across the County.

Finally, we are proud to embrace the goals of the King County Strategic Plan. We will continue to build and maintain strong regional partnerships, continue to work with those partners to maximize our resources, continue to improve and refine our performance measurement to increase transparency and accountability, continue to reach out to those most at risk and most vulnerable in our community, and continue to provide the highest quality of services to enable our clients and customers the opportunity to achieve their highest potential.

Thank you for your support.

Jackie MacLean



Department of Community and Human Services

Introduction

The Department of Community and Human Services (DCHS) provides leadership and coordination for a broad array of regional services that help the County's most vulnerable residents achieve and maintain healthier and more meaningful and productive lives. Programs and services include alcohol and drug prevention and treatment; community services such as youth and family services, older adult services, and women's services; developmental disabilities; housing and community development; mental health; unincorporated area council liaisons; veterans' services, and work training programs. The department is also responsible for the coordination of public defense services.

Oversight and management of the revenues from the Veterans and Human Services Levy and implementation of the Service Improvement Plan falls within DCHS, as well as responsibility for the implementation of the Mental Illness and Drug Dependency Action Plan and oversight and management of sales tax revenues collected to finance the plan. Leadership and coordination to the Committee to End Homelessness in King County and the Ten Year Plan to End Homelessness is another role of the department.

Administration

The department is responsible for the strategic planning, policy implementation, fiscal management, contract oversight, and provision of care for the majority of King County's housing and human services programs and indigent public defense. Coordination of resources and services is accomplished through the efforts of a small staff in the Director's Office and staff in four separate divisions: Community Services Division; Developmental Disabilities Division; Mental Health, Chemical Abuse and Dependency Services Division; and the Office of the Public Defender. The department also provides administrative oversight for the Veterans and Human Services Levy, the Mental Illness and Drug Dependency Fund, and the Committee to End Homelessness and its Ten-Year Plan to End Homelessness. Significant efforts to provide coordination to regional housing planning and resource allocation are also coordinated by staff of DCHS.

Finance

Funding to support DCHS programs and services, over \$423 million in 2010, comes from many sources. King County provides current expense funding (primarily for public defense services), Children and Families Services Funds and other small County fund sources such as a portion of marriage license fees, and funds collected from housing document recording fees, the MIDD sales tax, and the Veterans and Human Services Levy property tax. Other funders of programs and services provided by DCHS include the federal government, the state of Washington, local cities, and public/private foundations.

The majority of DCHS funds, 85 percent, are contracted to community-based agencies, nine percent supports direct services provided by DCHS staff, and the remaining six percent funds administration.



Canaday House, operated by DESC, opened in 2010 to offer supportive housing for people with mental illness

Department of Community and Human Services

2010 Adopted Budget by Funding Sources

	Children & Family Services	General Fund	Dedicated Property Taxes	MIDD Sales Tax	State	Federal	Grant/Other Resources*	2010 Total
Community Services Division (CSD)	\$ 4,246,074	\$ 849,151	\$ 29,239,580	\$ 4,535,471	\$ 13,724,540	\$ 27,878,412	\$ 12,492,661	\$ 92,965,889
Community Services Operating**	\$2,619,703	\$ 849,151		\$ 362,000			\$ 1,608,554	\$ 5,439,408
Housing Opportunity Fund**	\$ 254,981			\$ 4,173,471	\$ 9,623,044		\$ 10,884,107	\$ 24,935,603
Federal Housing & Community Development Work Training Program***	\$1,371,390				\$ 4,101,496	\$ 17,166,914		\$ 21,268,410
Veterans' Program			\$ 2,780,173					\$ 2,780,173
Veterans & Families Levy			\$ 12,285,228					\$ 12,285,228
Human Services Levy			\$ 14,174,179					\$ 14,174,179
Developmental Disabilities Division (DDD)			\$ 2,819,449		\$ 18,830,868	\$ 1,858,108	\$ 3,092,600	\$ 26,601,025
DCHS Administration							\$ 2,819,792	\$ 2,819,792
Mental Health, Chemical Abuse & Dependency Services Division (MHCADSD)			\$ 2,826,797	\$ 51,132,490	\$ 200,100,160	\$ 1,972,480	\$ 4,726,871	\$ 260,758,798
Mental Health			\$ 2,826,797		\$ 171,734,504	\$ 1,972,480	\$ 4,726,871	\$ 181,260,652
Alcoholism/Substance Abuse					\$ 28,365,656			\$ 28,365,656
Mental Illness & Drug Dependency (MIDD)**				\$ 38,670,051				\$ 38,670,051
MHCADSD MIDD Supplantation**				\$ 4,900,207				\$ 4,900,207
MIDD Supplantation to other KC Agencies**				\$ 7,562,232				\$ 7,562,232
Human Services Sub-Total	\$4,246,074	\$ 849,151	\$ 34,885,826	\$ 55,667,961	\$ 232,655,568	\$ 31,709,000	\$ 23,131,924	\$ 383,145,504
Office of the Public Defender (OPD)		\$ 34,889,543		\$ 1,404,222	\$ 1,293,186		\$ 2,842,943	\$ 40,429,894
Office of the Public Defender		\$ 34,889,543					\$ 2,342,703	\$ 37,232,246
OPD Grants					\$ 1,293,186		\$ 500,240	\$ 1,793,426
OPD MIDD Supplantation**				\$ 1,404,222				\$ 1,404,222
Department of Community & Human Services	\$4,246,074	\$ 35,738,694	\$ 34,885,826	\$ 57,072,183	\$ 233,948,754	\$ 31,709,000	\$ 25,974,867	\$ 423,575,398

* Other sources of funding direct to King County such as fees, fund balance, contributions from other funds, interest income.

** In 2010, MIDD expenditures include direct MIDD expenditures, MHCADSD MIDD Supplantation, MIDD Supplantation to the Community Services Division and the Office of the Public Defender, and MIDD Supplantation to other King County agencies (Superior Court, Sheriff's Office, Department of Judicial Administration, Prosecuting Attorney's Office, District Court, Department of Adult & Juvenile Detention, and Public Health).

*** The Work Training Program and the Dislocated Worker Program are combined under Work Training Program in 2010.

Playground at Birch Creek in Kent; a major, two-year renovation by the King County Housing Authority completed in 2010 creating affordable housing, including 3, 4, and 5-bedroom unit for families



Community Services Division

“

I think the Levy boards allow for a voice to be heard that is basically 'Joe & Jane Public.' We are the average voter helping to have a say in, and to question, how the levy funds are distributed and that is so important.”

-- Kathy Brasch, Co-chair, Regional Human Services Levy Oversight Board

The Community Services Division works with many partners to improve the lives of children, youth, older adults, individuals and families who are homeless, veterans and their families, survivors of abuse, and people needing education and job training to become more self sufficient and competitive in today's job market.

Community Services. The Older Adults Program works with local senior centers to provide funding for programs and services that help seniors, particularly those that reside in the county's unincorporated areas, maintain their health and independence. These include transportation, health services, exercise, social activities, information and referral and other supports. Over 5,800 people participated in County-sponsored programs and activities in 2010.

The Women's Program funds crisis intervention, referrals to community services, counseling, legal advocacy, emergency shelter and transitional housing for women and children. In 2010, the program helped more than 4,000 survivors of domestic violence and over 3,400 survivors of sexual assault. Youth and Family Services agencies contract with the division to help at-risk and juvenile justice-involved youth through school-based services that include case management, gang intervention, counseling, drug prevention and treatment, education, and employment services. With county support, this network of agencies helped more than 18,700 youth and their families.

Veterans Program. The King County Veterans Program (KCVP) provides financial aid, trauma counseling, short and long-term housing, education and employment assistance and other supports. In 2010, the program served 2,661 low-income veterans and families. Thanks to funding from the Veterans and Human Services Levy, the KCVP continued to expand geographic access to services, now offering ten regular and satellite service sites around the county. Responding to the needs of Iraq and Afghanistan veterans and military personnel who have faced multiple deployments and family disruptions, the KCVP continues to enhance Post Traumatic Stress Disorder treatment, resulting in reduced symptoms in 95 percent of those served. The Veteran's Incarcerated Project, a national model for jail intervention, helped 128 veterans through stable housing, treatment and other supports, resulting in a savings to the county of 5,616 jail days. The ability of KCVP to reach and serve veterans, military personnel and their families is very much enhanced by the additional funding made possible by the Veterans and Human Services Levy.

Joel Estey, Veterans Outreach Coordinator, helps a homeless veteran at the United Way Community Resource Exchange



Housing and Community Development. Working with developers, cities, housing authorities, nonprofits, and others, Housing and Community Development builds or restores safe and affordable housing and improves the livability of low-income areas. With their partners, they celebrate these accomplishments in 2010:

- Funded 453 units of new affordable rental housing and preserved an additional 112 units of rental housing
- Created 11 ownership units and helped 12 people with down payment assistance to purchase a home
- Through the Neighborhood Stabilization Program, acquired eight single family and one rental 4-plex foreclosed properties that were rehabilitated and upgraded for energy efficiency to be sold or rented to income eligible households
- Through Homeless Prevention and Rapid Rehousing stimulus funding, 40 families with children and 31 households without children were able to access permanent housing; of these, 21 households received comprehensive employment and career oriented education services through the Work Training Program Career Connections.
- Repaired 493 low to moderate-income households to improve safety or accessibility
- Provided homeless prevention services to 625 households through the Housing Stability Program; 92 percent were still housed 12 months later
- Helped 853 additional households access permanent housing and supportive services
- Provided permanent supportive housing for 700 homeless households with a history of mental illness, chemical dependency or HIV/AIDS
- Provided 218,021 nights of emergency shelter and 106,439 nights of transitional housing
- Completed three community facility projects (community centers, parks), with nine more projects underway
- Completed five public improvement projects (side walks, streets, sewer or water systems) with eight more projects underway.

Work Training Program. In collaboration with schools and community colleges, businesses, local cities and many others, the Work Training Program (WTP) provides education and job training services that help low-income and disadvantaged youth and adults achieve better paying careers and futures.

Adult Work Training Programs connect local employers who need workers with residents who need jobs.

WorkSource Renton, the largest “one-stop” employment center in Washington, is recognized for innovative employment services and especially strong employment networks.

More than 50,000 customers received career counseling and other assistance in 2010.

The Dislocated Worker Program re-trains people who have lost their jobs due to business closure or downsizing, preparing them for business needs in the community. The program helped 351 people and placed 263 in jobs.

The King County Jobs Initiative focuses on helping low-income and criminal-justice involved residents find living wage jobs. The program served 107 persons and had 59 job placements. They train people in a variety of industries, including green jobs funded by the Brownfields Program, where workers clear hazardous sites and restore the land to productive use.

Work Training Youth Programs provide education, training and employment services to help youth who have dropped out of school or are in danger of dropping out. Services assist youth to complete their high school diploma or GED and move on to post-secondary education, advanced training or employment. The goal is to put youth on the path to self sufficiency and a bright future.

YouthSource, located in Renton, assists low-income youth and youth involved in the justice system through education, job training and employment services. Innovative programs offered by King County are helping to build skills for living wage jobs in construction, green deconstruction, manufacturing and other fields. Community college-based learning centers such as Learning Center North (LCN) at Shoreline Community College help youth through GED attainment, basic skill development and preparation for entrance into community college. The LCN also helps students explore Shoreline’s vocational and academic offerings and helps them enroll. In 2010, LCN served 204 youth. In all, YouthSource served 343 youth in 2010.



Youth participant in the SODO Greenlight Project, hard at work

Veterans and Human Services Levy

Expansion of veterans services, improved health and family stability, and creation of 234 new housing units celebrated in 2010

King County voters overwhelmingly approved a ballot measure in 2005 to provide funding to help veterans, military personnel and their families, and others in need. These funds have proven critical to improving access to treatment, creating affordable housing, offering job training to achieve self-sufficiency, enhancing parenting skills, and providing other supports for individuals and families. More than 30,000 veterans and others in need were helped in 2010. A total of \$15.4 million generated by Levy revenues was allocated to programs and services.

Among the 2010 highlights and accomplishments for the Veterans and Human Services Levy are the following:

- Funded five affordable housing projects, adding 234 new units of housing for low-income households, including 56 units reserved for homeless veterans
- Served 4,600 veterans, military personnel and family members throughout the county at the ten King County Veterans Program service and outreach locations.
- Established a Veterans' Hotline to help veterans and their families connect to assistance
- Funded a National Guard Family Assistance Coordinator who helped 439 Guard and Reserve families with issues related to multiple deployments and other needs who had nowhere else to turn to for help
- Successfully integrated mental health and substance abuse treatment services in 26 community clinics to improve access to care
- Funded a Mobile Medical Unit to offer clinics for homeless people in South King County, providing 1,249 total client medical, dental and psychiatric visits
- Facilitated pre- and post-natal services to 500 young, low-income mothers and helping them to prepare for birth, care for their newborns, and build parenting skills for the future.

The Levy established two volunteer citizen boards to provide oversight of the funding, program design and implementation. They have donated countless hours rating service proposals, reviewing and analyzing outcomes reports, and speaking to community groups.

Raising the flags at the grand opening of Valley Cities Landing: Scott Swaim, Washington Department of Veterans Affairs and Veterans Levy Oversight Boardmembers Kathy Lewis and Roger Welles

“

I volunteer because I want to make a difference in the lives of homeless people. I feel the tension that many people feel when we see someone on the freeway off-ramp holding a sign. For the same amount of money that people pass through their car window, we can make a greater impact on a greater number. I want to be part of making that difference in people's lives and the quality of life in our community.”

-- Loran Lichty, Co-chair, Regional Human Services Levy Oversight Board



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As a Veteran, it is my responsibility to support other Veterans. Vietnam Veterans have accepted the pledge that 'Never again will one generation of Veterans abandon another.' We must apply this pledge now to our fellow Veterans in their hour of need.”

-- Doug Hoople, U.S. Navy (ret), Chair, Veterans Citizen Levy Oversight Board



Deconstructing Fagan Hall

In the summer of 2011, the community will celebrate the opening of Passage Point in Maple Valley. Located on the County-owned site of the former Cedar Hills Addiction Treatment Facility, Passage Point will provide housing and a supportive environment to help parents coming out of the criminal justice system, mostly women, get on a path to a healthier and more productive life and reunification with their children. The program is operated by the YWCA of Seattle/King County/Snohomish County.



The planning called for most buildings to be renovated but one, Fagan Hall, was slated for demolition and the land where it stood was to be restored to its native habitat. The deconstruction was special: first, because it was a “green” project and second, because it became a teaching and training opportunity for YouthSource Work Training Program students.

Six young adults were involved. Their time was split between classwork earning their GED and hands-on green deconstruction. King County trained the YouthSource crew on safe work practices, tool selection and safety, and non-structural salvage and deconstruction. The crew learned how to shut off water, gas and electrical and how to reclaim interior materials such as cabinets, trim and interior doors. Next, they removed lighting and plumbing fixtures, sheet-rock, insulation, plumbing and wiring.

The project also involved staff from King County Facilities Management Division, which coordinated the overall effort; the Solid Waste Division’s Green-Tools program, which provided guidance on the deconstruction and salvage portions of the project; and the King County Parks Division, which provided landscape materials to restore the site.

The goals for the project were met! More than 95 percent of all materials were kept out of the King County landfill and will be reused or recycled. Just as important, several at-risk youth gained valuable on-the-job training in a growing field of green construction, and a portion of the site was returned to its beautiful, natural state.

YouthSource members of the Fagan Hall deconstruction crew



Developmental Disabilities Division

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Our economy depends on the ability of everyone to contribute, and we should remove barriers that limit the ability of some to fulfill their potential. When all can participate, we can have true competition that leads to excellence.”

- King County Executive Dow Constantine

The Developmental Disabilities Division helps infants and toddlers with developmental delays learn how to grow, play and prepare for school, helps youth in high school prepare for the world of work, helps adults achieve a greater measure of self sufficiency through housing and employment, and strengthens families to offer safe and nurturing homes for their family members with developmental disabilities.

Birth to Three Services

For parents of a child with a developmental delay, the Birth to Three Program offers a lifetime of benefits. The division works with school districts and community agencies throughout the county to create a range of child development and therapy services designed to fit into the baby and family's every day routines and activities, empowering families and caregivers as their child's first teacher.

Early intervention helps each child prepare for school and peer relationships. Services were provided to 2,845 infants and toddlers throughout the region in 2010, with 91 percent of children receiving the majority of services in a natural environment like their home or a child care setting.

Supported Employment

King County is proud to be a national leader in creating supported employment opportunities for people with developmental disabilities. Thanks to an extraordinary network of dedicated provider agencies and committed local employers from a broad range of government and business, King County is helping people of working age gain the skills and on-the-job training to achieve employment and a productive place in the community. Companies like Starbucks, REI, Microsoft, Nordstrom, Group Health, Children's Hospital, Boeing and others have come together to strategize how to create more employment opportunities for persons with disabilities, allowing our already successful program to grow. In 2010, King County supported 950 adults in individual employment opportunities in a wide range of industries, with another 90 persons gaining work experience in a group supported employment model. The School to Work Program works with youth in high school to help them prepare to enter the employment world. Working with 18 school districts, the School to Work Program helped 102 students, resulting in 52 percent finding jobs upon graduation, compared to a historical average of 11 percent prior to the programs.

Family support and other services

Working with the King County Parent Coalition, the ARC of King County, and other partners, the division funded training, housing assistance, information and referral, transportation, and other supports to strengthen homes and families.



Enjoying the sunshine at the Parent Coalition Annual Summer Picnic

School to Work

School to Work is an innovative collaboration between King County DDD, the state Division of Vocational Rehabilitation, supported employment agencies and local school districts. The program works with high school students, assessing their interests, connecting them to jobs that match those interests, and assisting with any necessary accommodations or job coaching so the student can be successful. The goal: a job at graduation.



Roy's road to employment started with a meeting with his job coach. Right away, Roy said he loved movies and would love to work at a theater. After observing a supported employee at a local theater, Roy said he was positive this was the job he wanted. He interviewed with the managers, and got the job! As an usher, Roy cleans the theaters after each movie and restocks the lobby. He was such a good employee his hours were increased and he has added ticket taker to his resume. In his recent evaluation, Roy was rated "Outstanding" in almost every category. The next time you are at AMC Southcenter, it may be Roy who welcomes you and takes your ticket!



Melissa came to School to Work via the Kent School District and Trillium. During her assessment, Melissa's team quickly learned that she is polite, friendly and organized, enjoys working with people and loves to help. The Curran Law Firm needed an employee who could work daily on a variety of tasks like filing, stocking copy and fax machines, office supplies inventory, making coffee, preparing conference rooms for meetings, sorting mail, and keeping the kitchen clean. With her warm and friendly personality and strong work ethic, this was a great job for Melissa! She loves making coffee and greeting her co-workers each morning. Her Trillium team says she is very proud to be working.



Thanks to help from her Trillium team, **Melissa** recently graduated from the Federal Way High School with a job! Working with Melissa, Trillium found that she enjoys and excels at working with her hands. Melissa now works at Tutta Bella in Columbia City six hours a week. She rolls silverware, makes pizza boxes, labels boxes and bowls, and is learning new tasks every day. Her manager is impressed that Melissa learns so fast! Melissa is able to perform her tasks and has gained confidence that flows over into all aspects of her life. She shines at her job and takes great pride in her work.



Sean came to the program from the Enumclaw School District and Vadis. He was looking for his first job. Working quickly, Vadis helped Sean by creating two community assessments, one in retail and the other in restaurant preparation. While Sean did great at both, he really enjoyed food prep at The Rock Wood Fired Pizza and Spirits. On the second to the last day of his assessment, the manager surprised Sean by offering him a part-time position. Although Sean is a man of few words, it is clear by the smile on his face how much he enjoys his job!



Mental Health, Chemical Abuse and Dependency Services Division

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Mental Illness and Drug Dependency (MIDD) funding is a key component of the 'paradigm shift' in criminal justice made by the County over the last decade. The programs supported through MIDD are an example of how early intervention is a wise investment for those who are better served by treatment over a jail cell.

-- Larry Gossett, King County Council Chair

Presenting a plaque from the Veterans and Human Services Levy to Faith Ritchie, Executive Director, Valley Cities Counseling and Consultation. From left, King County Councilmember Pete von Reichbauer, King County Executive Dow Constantine, King County Councilmember Bob Ferguson



Mental health and substance abuse prevention, treatment and recovery services for low-income King County residents are the responsibility of the Mental Health, Chemical Abuse and Dependency Services Division (MHCADSD). The division is also responsible for managing the revenues and the programs and services provided through the Mental Illness and Drug Dependency (MIDD) Fund.

The majority of behavioral health services are provided through contracts with community mental health or substance abuse treatment agencies, or alcohol and other drug prevention organizations. Direct services by County staff include mental health and substance abuse crisis outreach and investigation for involuntary commitment and hospitalization, mental health client services and authorizations to care, and outreach and triage to help people with chronic chemical dependency.

Mental Health

Individualized mental health services fall into four levels of care: outpatient, crisis, residential and inpatient. In 2010, mental health services were provided to a total of 43,902 people, a nine percent increase over 2009. The largest category is outpatient services, which includes individual, group and family therapy; case management; crisis intervention; employment services; medication management; and assistance with housing and other supports. In 2010, 34,270 people received outpatient services, including 10,265 children, 19,211 adults and 4,794 older adults. Ninety percent of people receiving outpatient services were on Medicaid.

Crisis services include those provided by community agencies to their outpatient clients, as well as outreach and investigation services provided by MHCADSD designated mental health professionals. In 2010, County staff conducted a total of 5,590 face-to-face interviews and evaluations and of these, 2,824 persons (50.5%) were involuntarily hospitalized.

A 24-hour crisis line available through the Crisis Clinic responded to 96,359 calls for crisis counseling and referral to community care. The Children's Crisis Outreach Response System (CCORS) provides crisis services to children, youth and families in King County and served 984 in 2010. Access to the CCORS is available through the Crisis Clinic.

King County continues to embrace the concepts of recovery, particularly in supporting peer supports and training to help clients and consumers achieve their fullest potential, working with providers to increase employment opportunities for people with mental illness. In October 2010, MHCADSD was awarded a five-year, \$3.6 million federal Mental Health Transformation Grant to enhance the capacity of the mental health system to meet the needs of individuals with history of trauma. The goals of Trauma Informed Care are to support the recovery process through services that recognize trauma as a pivotal force in people's lives and to empower people to manage their own journey toward wellness.

Substance Abuse

Substance abuse services include detoxification, outpatient treatment (including opiate substitution), residential treatment, employment services, street outreach and triage for people publicly intoxicated, and intervention and involuntary treatment services for those who are incapacitated or a danger to themselves or others. In 2010, a total of 8,939 adults and 1,564 youth received outpatient treatment services; 3,111 received opiate substitution treatment; 99 were referred for involuntary treatment, and 1,433 individuals received Access to Recovery services.

The King County Emergency Services Patrol staff works 24/7 to assist chronic inebriates in the downtown Seattle area. They helped 15,425 persons in 2010 and provided 12,836 transports and triage assistance. The Dutch Shisler Sobering Support Center offers a safe place to recover from alcohol or drug abuse and also facilitates referral to treatment. In 2010, the Sobering Center helped 2,091 people, including a total of 20,318 admissions.

Alcohol and Other Drug Prevention (AODP) and the Community Organizing Program work with local agencies and local communities to support substance abuse prevention and community mobilizing for alcohol and drug abuse and violence prevention. Through contracts with a variety of community agencies and partners, the AODP reached a total of 24,908 persons, working to reduce or prevent the use and abuse of alcohol and drugs in youth and families. Although state funding for the Community Organizing Program was sharply reduced in 2010, the program was still able to provide \$193,484 in mini-grants and technical assistance to help foster safe and drug-free communities.

New in 2010, MHCADSD was also successful in applying for several grants to enhance substance abuse outreach and services:

- A \$900,000 federal grant allowed for the implementation of the evidence-based substance abuse treatment protocol, Adolescent Community Reinforcement Approach coupled with Assertive Continuing Care for youth ages 18-24.
- A \$900,000 grant for the King County Assertive Adolescent and Family Treatment Project. King County partnered with a local community-based contract substance abuse/mental health provider to implement the Adolescent Community Reinforcement Approach coupled with Assertive Continuing Care for youth ages 12-17, their families or other appropriate adults.
- A King County Juvenile Drug Court Enhancement grant of \$975,000 was designed to enhance the outpatient treatment services utilized by juvenile offenders participating in the King County Juvenile Drug Court.



King County partnered with multiple agencies to implement the Adolescent Community Reinforcement Approach coupled with Assertive Continuing Care for youth ages 12-17 and their families. The goal is to provide an evidenced based model that assures that treatment is developmentally appropriate and offers concrete alternatives to alcohol, drugs and crime.

- A \$1.2 million federal grant to implement Recovery Oriented Systems of Care for pregnant and parenting individuals, which supports person-centered and self-directed approaches to care. The program builds on individual and family strengths and resilience to take responsibility for sustained health, wellness and recovery from alcohol and drug problems.

Above: Legislators and staff attending the 2010 Mental Health and Chemical Dependency Community Legislative Forum listen to residents sharing their stories of recovery

Mental Illness and Drug Dependency Plan

Improving access to treatment services, reducing jail days and costs, and saving lives



In 2007, the King County Council adopted the Mental Illness and Drug Dependency (MIDD) Action Plan and approved a dedicated fund source, a one-tenth of one percent sales tax increase, to fund new and enhanced programs and services for mental health, substance abuse and therapeutic courts.

The MIDD is designed to stabilize people with untreated mental illness and chemical dependency by diverting them from jails, hospitals and emergency rooms and into treatment services and therapeutic courts. The MIDD plan offers strategies aimed at improving connections to community treatment, reducing involvement in adult and juvenile justice systems, and enhancing mental illness and substance abuse prevention strategies to help youth and families.

The tax generated approximately \$40 million in 2010. The majority of the funds, over \$31 million, were used to implement new or enhanced programs and services. In all, 31 of the 37 original strategies have now been implemented. A portion of the funds, about \$13 million, were used to maintain critical existing programs, such as therapeutic courts and King County's innovative criminal justice initiatives, as allowed temporarily under state law as a means of supplanting county revenues lost due to the economic recession.

Highlights for 2010 include the following:

- Over 27,000 unique individuals were served, up from 19,000 in 2009.
- MIDD clients showed a 23 percent reduction in jail bookings and a 23 percent reduction in jail days.
- Psychiatric hospitalizations decreased by 19 percent.
- School-based mental health and substance abuse services were implemented across King County for prevention, early intervention, brief treatment and referral to treatment for middle school aged youth.
- Youth suicide prevention programs were enhanced.



Above: Valley Cities Landing, funded in part by the MIDD

Past and current chairs of the MIDD Oversight Board: Co-chair Judge Barbara Linde, Presiding Judge, King County District Court; co-chair Shirley Havenga, Exec. Dir., Community Psychiatric Clinic; outgoing co-chair King County Sheriff Sue Rahr

Unincorporated Area Councils



Above: UAC liaisons Bong StoDomingo and Marissa Alegria welcome the community to the Executive's Annual UAC Forum

Right: Developmental Disabilities Board-member Ted Daniels talks with Washington State Sen. Ed Murray (43rd)

Unincorporated Area Councils (UACs) are independent volunteer organizations that work to improve communication and information sharing between County government and the residents of the unincorporated areas. Each is comprised of individuals elected to serve on the council by the local area residents.

Community Service Representatives, staff of DCHS, serve as liaisons between the UACs and County government. They attend community meetings, arrange for briefings, and provide support and assistance to the UACs and to local residents.

King County has six officially recognized UACs:

- Four Creeks Unincorporated Area Council
- Greater Maple Valley Area Council
- North Highline Unincorporated Area Council
- Upper Bear Creek Community Council
- Vashon-Maury Island Community Council
- West Hill Community Council

An annual joint meeting of all six UACs is hosted by the County Executive. An information fair and community reception kicks off the annual meeting, with King County staff onsite to provide information and assistance to residents.



Citizen Boards

More than 120 private citizens volunteer their time every month to provide input and guidance to the department as members of one of the ten advisory and oversight boards serving DCHS. Comprised of clients, consumers, family members, social services, advocates and others, each of the boards is dedicated to working to improve and strengthen regional human services systems and programs. These volunteers attend monthly meetings, serve on committees and work groups, review and rate requests for proposals, plan and attend community events, meet with state legislators, offer presentations to community groups and more.

The department is grateful to all of them for their community service.

Board and committees:

- Advisory Council on Aging and Disability Services
- Alcoholism and Substance Abuse Administrative Board
- Community Organizing Program Advisory Board
- Board for Developmental Disabilities
- Mental Health Advisory Board
- Mental Illness and Drug Dependency Oversight Committee
- Regional Human Services Levy Oversight Board
- Veterans Citizen Levy Oversight Board
- Veterans Program Advisory Board
- Women's Program Advisory Board

Office of the Public Defender

“Any person haled into court, who is too poor to hire a lawyer, cannot be assured a fair trial unless counsel is provided for him.”

-- Gideon v. Wainwright, U.S. Supreme Court, 1963

The Office of the Public Defender (OPD) is responsible for ensuring that quality, effective legal defense services are available to the citizens of King County who are charged with a jailable offense or the potential loss of freedom and who have little to no income to pay for counsel.

Screening for eligibility and assignment of cases is the role and responsibility of OPD staff. They determine if clients qualify for public defense services, assign cases, administer and monitor agency contracts, and review any requests for expert services. Screening is available in seven locations across the county, five days a week. In 2010, 11,319 persons were screened for eligibility for public defense services.

Four local nonprofit law firms contract with OPD to provide the majority of King County's public defense services: The Defender Association, Associated Counsel for the Accused, Society of Counsel Representing Accused Persons, and the Northwest Defenders Association. The OPD also maintains an assigned counsel panel of 127 local attorneys. In 2010, OPD assigned 23,811 cases for 22,734 clients to public defense contractors and assigned counsel panel attorneys.

Also in 2010, OPD supported the right to effective assistance of counsel by reviewing for authorization 2,651 motions for funding legally necessary “services other than a lawyer” – expert witnesses, forensic analysis, psychological evaluations, and investigation – and funded \$2.9 million in such expenses. The public defense attorneys and OPD are also integral team members in the County's therapeutic courts, vital to programs like Adult and Juvenile Drug Diversion Courts, Mental Health Court, and Family Treatment Court – all of which rely on OPD for public defense services.

For the fourth straight year, OPD was provided Public Defense Improvement Grant Funds from the state. Funds helped to support efforts to improve the quality of public defense services, including providing several Continuing Legal Education (CLE) trainings for public defense attorneys in a range of case areas such as Forensics Roundup – Fingerprint Challenges, Sedatives, DNA and Crime Scenes; Confidentiality, Candor, Zeal and the Rules of Professional Conduct; Ethical Issues in Representing Children; Immigration Issues; and the popular Trial Advocacy for the Public Defender, a three-day intensive training with national trainers.

Evaluations of the trainings are consistently very favorable, with attendees reporting that the training is very helpful to their practice. One attorney who attended the Trial Advocacy CLE stated, “This was one of the few CLE's I left with new, immediately usable info and skills. Thank you!” Another said, “I can say without reservation that these seminars have noticeably raised the quality of defense lawyering in the county.”

From left, Fred Friedman, Chief Public Defender of Minnesota's Sixth District and David Hocraffer, The Public Defender for King County



Case Weighting Study

In 2010, King County completed a Case Weighting Study that thoughtfully examined the County's public defense payment model to explore whether the County should move to a different methodology to pay for public defense services. The study included a review of:

- Current public defense caseload, including a review of hours spent broken down by types of services provided by case types
- Caseloads at comparable jurisdictions across the country
- Key differences or similarities between the caseloads faced by felony attorneys in King County and other jurisdictions throughout the country
- Advantages and disadvantages of a change to a case-weighting methodology for paying for public defense services
- A recommended methodology for tracking hours spent, broken down by types of services provided for different case types.

Work continues in 2011 to finalize and review recommendations for implementation and to consider implications for 2012 and beyond.

Case Assignments		
Case Areas	# of People Assigned	# of New Cases Assigned
Felony	5,448	6,002
Misdemeanor	7,188	7,479
Juvenile Offender	2,453	3,197
Adult & Juvenile Probation Reviews	3,038	3,147
Dependency	1,183	1,241
Becca	634	663
Contempt of Court	162	163
ITA	2,617	2,974
Sexual Predator	11	11
Grand Total	19,696	21,730

Number of people served is less than the total number of cases, as some clients had multiple cases.



Public defense lawyers participate in continuing education class

Committee to End Homelessness in King County

In 2005, community leaders joined together to form the Committee to End Homelessness (CEH) in King County and adopted a regional plan to build new units of housing, link that housing to supportive services to help people to sustain their housing, implement programs that would increase homeless prevention efforts, and build the political will across the county to create the resources and the momentum to make a difference.

Dozens of city governments, community groups, philanthropic organizations, nonprofits, businesses and faith communities have embraced the plan and worked to help implement its goals. Responsibility for providing oversight and leadership to the activities of the CEH was delegated to King County and DCHS.

At the midpoint of the plan, stakeholders have paused to take a look at the regional accomplishments:

- Local prevention programs have helped over 5,500 households (over 18,500 people) maintain their housing.
- More than 30,000 individuals in over 18,000 households were able to leave homelessness.
- Transformed our programs for chronically homeless single adults through the implementation of “housing first” and the new client care coordination system.
- Funded over 4,500 units of new homeless housing, which exceeds the entire ten-year plan goals of most major cities in the country.
- Implemented a Landlord Liaison Project to break down barriers to market rate housing.
- Established a nationally recognized Funders Group made up of all the regional funders of homeless housing and services that established regional priorities and oversaw the distribution of \$55 million from seven different funders and 22 separate fund sources in the 2010 funding round.
- Reduced the point-in-time count of people on the streets and in emergency shelter by four percent two years in a row.

Work in 2011 will focus on establishing the priorities and goals for the next five years of the Ten-Year Plan, maintaining the momentum to continue to build housing linked to the necessary supportive services, and sustaining the political will to believe ending homelessness is possible.

Bill Block with Interagency Council co-chairs Stephen Norman, King County Housing Authority and Sue Sherbrooke, YWCA of Seattle/King/Snohomish Counties



Getting ready to begin the One Night Count: Seattle Councilmember Sally Bagshaw, DESC Exec. Dir. Bill Hobson, Seattle Councilmember Sally Clark, and Bill Block, CEH Program Manager



Funded by the Veterans and Human Services Levy, the REACH Outreach and Case Management Services Program focuses on helping chronically homeless people. Most have substance abuse disorders and may also have mental illness; many are living with serious physical health challenges.

REACH: Outreach and Case Management Services for Chronically Homeless People

REACH staff typically go to greenbelts, parks and the streets, and also work with the most vulnerable clients at the Shisler Sobering Center and Chief Seattle Club. Services include outreach, linkages to medical services and mental health and substance abuse treatment, and help with housing and other supports.

The REACH program served 105 women and 374 men in 2010. A high proportion are Native Americans (34%) and 13 percent are veterans. Many REACH clients obtained housing in 2010 thanks to the new Client Care Coordination system that prioritizes housing for chronic populations; 262 clients maintained or improved their housing in 2010. Several had lived on the street for decades.

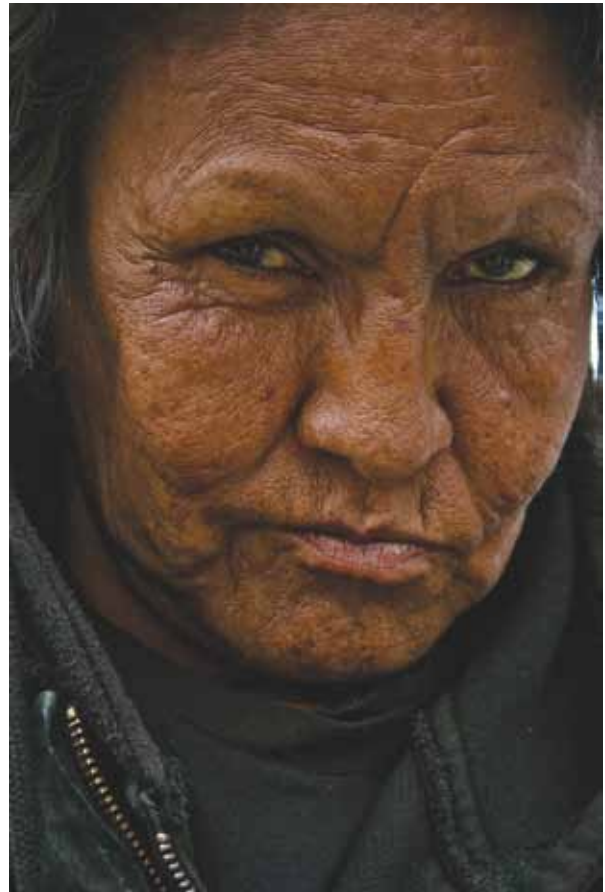
Jane

When REACH staff first met Jane she was sleeping near the railroad tracks in South Seattle or under bridges and she had been homeless, continuously, for over 30 years.

Jane maintained a tough veneer, not surprising for a woman who spent her entire adult life surviving outdoors. She fed herself from dumpsters and poor nutrition contributed to serious health problems. She had a long history of violence and drug abuse and was a chronic alcoholic.

Jane suffered from multiple, untreated chronic health conditions. The outreach nurse was able to establish regular contact, offering treatment for Jane's swollen legs and new socks and shoes provided relief from pain she had experienced for years. Over time, the outreach nurse introduced Jane to a REACH case manager, who began a process of relationship building until Jane agreed to work with both of them. Jane began to go with her case manager to the Pike Market Medical Clinic for her health issues. When supportive housing became available at DESC's Canaday House, Jane applied and was accepted. She said that the last time she had a roof over her head was when she was in prison. Jane was thrilled to have a place to live after being homeless since the 1970's, and she cried when she got the keys for her apartment.

Jane has been in housing for five months with no problems and pays her rent on time every month. Her health is improved: she is attending her medical appointments, taking her medications, and gaining weight. She has reduced her alcohol consumption by almost half compared to what she was drinking on the street and her illicit drug use has ceased. Jane has not been in jail for months, hasn't shown any violent behavior, and continues working to improve her life. At every visit with her case manager, Jane expresses her gratitude for the help she has received.



2010 Goals and Performance Measures

1

Provide effective prevention and intervention strategies for those most at-risk and most in need to prevent or reduce more acute illness, high-risk behaviors, incarceration and other emergency medical or crisis responses.

Performance Measure	Historic	2010 Target	2010 Actual
Access rate for early intervention child development services	1.7%	2.3%	1.9%
Veterans served with reduced post traumatic stress disorder symptoms	96.9%	95%	97.3%
Number of veterans receiving case management services who report improved self sufficiency six months after treatment.			149 out of 162 (86.6%)
Persons receiving outpatient mental health services who have maintained their level of functioning	54.1%	55%	61.4%
Adults completing outpatient chemical dependency treatment	43.8%	55%	65.3%
Youth completing outpatient chemical dependency treatment	52.9%	63%	70.9%
Sexual assault victims served who increase their ability to understand and cope with trauma	85.8%	85%	90.6%
Domestic violence victims served who complete a safety assessment and develop appropriate individualized safety plans	96.8%	80%	92.4%
Decreased social isolation for older adults served	93.6%	NA	92.8%

2

Provide job readiness, education and employment services to help vulnerable youth and adults increase independence and self-sufficiency and lead more meaningful and productive lives.

Performance Measure	Historic	2010 Target	2010 Actual
Youth Work Training clients who advance educationally or secure employment by program end	89.8%	95%	92.3%
Youth with developmental disabilities in transition program who earn wages upon exiting high school		45%	52%
Adult Work Training participants who retain employment for six months	89.2%	86%	81.2%
Average job seeker satisfaction score with WorkSource Renton's services and available resources on a semi-annual client satisfaction survey		96%	95.1%

3

Develop and implement stronger prevention measures to avoid or prevent homelessness, and create or preserve supportive housing for those who are homeless or at risk of homelessness to achieve the goal of ending homelessness in King County.

Performance Measure	Historic	2010 Target	2010 Actual
Reduction in the number of people who are unsheltered or in the shelter system as compared to the same geographic area a year ago			-3.6%
Dedicated homeless housing units secured system-wide		450	826
Number of low-income housing units funded	549	500	580
Clients exiting transitional housing who move to more stable housing	72.6%	72%	76.8%
Households who remain in their housing after receiving homeless prevention assistance	89.5%	80%	95.8%
Percent of adults services with serious mental illness who move to, and remain in, community based treatment with stable housing	66.5%	72%	87.2%
Homeless persons served in outpatient mental health services who are housed by the end of their benefit period	28%	32%	29.2%

4

Continue to develop and provide services that reduce the growth of emergency medical and criminal justice system involvement and costs.

Performance Measure	Historic	2010 Target	2010 Actual
Reduce incarcerations for adults with mental illness who are receiving services	68.5%	70%	71.6%
Reduce incarcerations for adults with co-occurring disorders who are receiving services	58.3%	60%	100%
Individuals enrolled in mental health treatment who receive a service within seven days	60.5%	66%	76.7%
Individuals enrolled in combined mental health/substance abuse treatment who receive a service within seven days	70.4%	73%	84.5%
Youth with prior involvement in the juvenile justice system who decrease their number of juvenile court referrals or detention admissions after receiving service	77%	85%	83%
Youth who achieve one or more goals in their case management plan	85.9%	85%	88%

5

Assure quality public defense services.

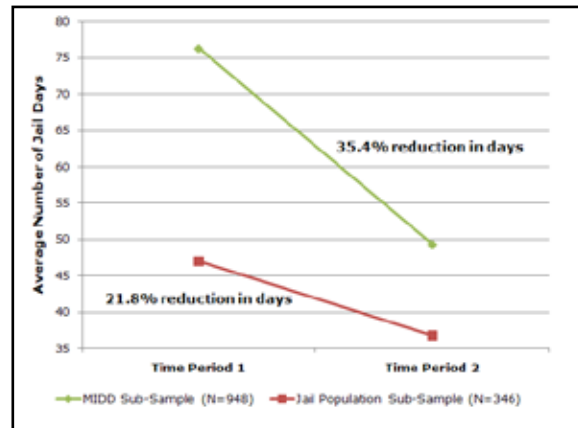
Performance Measure	Historic	2010 Target	2010 Actual
Number of days between notification to OPD of in-custody felony case filing and assignment to an attorney	0.82	<1 day	0.8
Timely contact of defendant by attorney within one business day (in custody) or five business days (out of custody) from the time the case is assigned	68%	100%	94%
Reduce complaints received about attorneys and percentage determined to be valid	88%	100%	100%
	94/3%	100/0%	87/1%

Evaluations and Reports

In addition to our DCHS Performance Measures, staff prepares numerous reports and evaluations as another means of determining the success and effectiveness of our programs and services. Following are highlights from the evaluations, available at www.kingcounty.gov/dchs.

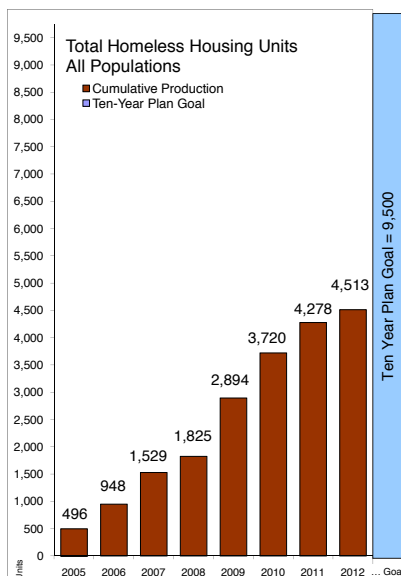
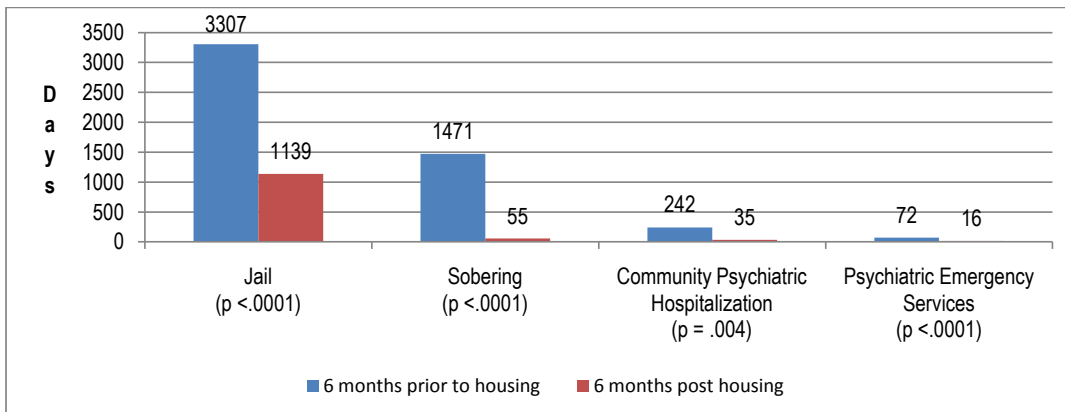
Mental Illness and Drug Dependency (MIDD) Year Two Report and Evaluation

One of the clear goals of the MIDD is to improve linkages to treatment services and reduce costly jail bookings and jail days. The MIDD Year Two Report shows that we are achieving this goal.



Veterans and Human Services Levy

A new Client Care Coordination System supported with Levy dollars prioritizes housing for the most vulnerable or the highest users of emergency medical or criminal justice services. The intent is to reduce the costs of public services and help people with chronic homelessness gain stable housing and access to care. Tracking data for 117 homeless “high utilizers” placed in supportive housing, the results are dramatic: reductions in jails days, use of sobering services, and use of psychiatric hospitalization. The combined cost offset: approximately \$600,000.



Mid-Plan Review: Ten Year Plan to End Homelessness

A goal of the original Ten Year Plan was to create 9,500 units of homeless housing – an ambitious goal and one that far exceeds the goals of comparable areas (Portland’s ten year goal is 2,200 units and Denver’s is 4,000). Despite a lingering recession and state budget cuts, as the following chart shows, as of Dec. 31, 2010 our region had created 4,513 housing units: 2,004 units for chronically homeless adults (80% of goal); 1,244 units for families (65% of goal), and 156 units for youth/young adults (52% of goal). While we still have a long way to go, our regional accomplishment to date is impressive.

King County Jobs Initiative wins 2010 Workforce and Economic Development Best Practice Award

SODO Youth Program recognized as Program to Watch



Participants learn to handle hazardous chemicals



SODO student learns how to drive a forklift



Holding the Governor's Award: Carolyn Bledsoe, KCJI Program Manager (fourth). Joining her are Michael Schwartz, YWCA; Misty Gonzales, YWCA; Anane Wako, TRAC Associates; and Terry Piles, Job Readiness Instructor

Two innovative King County work training programs were honored by Governor Christine Gregoire in 2010. The King County Jobs Initiative (KCJI) received a Workforce and Economic Development Best Practice Award, and the SODO Greenlight Program was recognized as a Program to Watch. Both are aimed at teaching green technologies and create opportunities for living wage jobs.

Since it was created in 1998, KCJI has helped very low-income individuals gain education and employment opportunities. The program now focuses on improving the employability of persons with prior criminal records, a population typically hard to place in jobs.

Singled out for best practice recognition, the KCJI Brownfields Program provides training on safely clearing parcels of land damaged by hazardous substances or contaminants. Funded by the Environmental Protection Agency, participants receive certification in environmental cleanup that prepares them for employment opportunities in that field. More than 200 people have been trained to date, with an average starting wage of over \$20 per hour.

The SODO Greenlight program recruits, trains, and helps to place at-risk youth ages 18-24 in manufacturing jobs, introducing participants to emerging green trends and technologies. Most are high school dropout youth. Students are paid by participating employers for their training and treated as employees, building their job skills and employability. Successful students go on to internships with local manufacturers. Partners include the Manufacturing Industrial Council, South Seattle Community College, Puget Sound Industrial Excellence Center, and the Seattle-King County Workforce Development Council.

Arius

Arius joined KCJI after hearing about the program from his friends. As a father of two young sons, he wanted to provide for his family and enrolled in the Brownfields training after hearing about job opportunities in this field. He graduated with a very high score and perfect attendance and received 15 different certificates in various trades, including asbestos abatement, lead abatement, and hazardous material cleaning. Arius is now pursuing a degree in a construction management.

George

George enrolled in the KCJI Brownfields job training program after being referred by a community program. He started training with RGA Environmental in October 2010 and completed the six weeks training required to achieve all his certifications. He is currently working on a King County West Mobile Program, a project working in different cities helping to sort and safely dispose household chemicals.

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Pete von Reichbauer, District 7
Jan Drago, District 8
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Larry

Larry is a 66-year old Army veteran. He came to the King County Veterans Program (KCVP) for help to get his life back on track. He was living in his van and struggling to recuperate from foot surgery. Larry had lost his housing due to the loss of a relationship and he was depressed and feeling defeated.



Working with his KCVP Social Worker, he was placed at the William Booth Center Shelter where he would have a bed, meals, showers and improved living stability, and where he could manage the care his foot needed to heal. He connected with fellow vets and found esteem in the support he could offer them as he worked through his own needs. Through case management, Larry was referred to and supported in pursuing mental health counseling, community activities, and employment. Thanks to the KCVP and Health Care for Homeless Veterans Program, Larry obtained transitional housing at Santos Place at Sand Point.

Today, Larry is living in an apartment and paying his own rent. He is now healthy and stable. With the assistance of his social worker, Larry engaged in services that helped him to make positive community connections and renew his passion for life. He has a goal of working in social services helping other veterans.

About the Cover:

Enjoying the Developmental Disabilities Parent Coalition Picnic; Groundbreaking for Avalon Place in West Seattle; Work Training Program YouthSource participant learns the construction trades



2010 DCHS Annual Report written by Sherry Hamilton and designed by Bong Sto. Domingo

Alternate formats available.
Call 206-263-9100 or TTY Relay 711



King County